

WHAT IS CLAIMED IS:

1. A method in a data processing system having a program, the method comprising the steps of:

5 asynchronously receiving a data about a customer;
providing a datatype having a metadata that describes the data and a reference to the data, the data being maintained separately from the datatype;
registering the datatype prior to the datatype's usage; and
tracking a usage of the registered datatype.

10 2. The method of claim 1, wherein the usage includes when the datatype is accessed.

15 3. The method of claim 1, wherein the usage includes when the datatype is published.

4. The method of claim 1, wherein the usage includes a recipient of the datatype when the datatype is published.

20 5. The method of claim 1, wherein the usage includes a publisher of the datatype when the datatype is published.

25 6. The method of claim 1, wherein the usage includes a processing result of a processor that performs a processing using the datatype.

7. The method of claim 1, further comprising the step of:
using the usage to solve a problem related to the customer.

30 8. A computer-readable medium containing instructions that cause a program in a data processing medium to perform a method comprising the steps of:
asynchronously receiving a data about a customer;
providing a datatype having a metadata that describes the data and a reference to the data, the data being maintained separately from the datatype;
registering the datatype prior to the datatype's usage; and

tracking a usage of the registered datatype.

9. The computer-readable medium of claim 8, wherein the usage includes when the datatype is accessed.

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10. The computer-readable medium of claim 8, wherein the usage includes when the datatype is published.

11. The computer-readable medium of claim 8, wherein the usage includes a recipient of the datatype when the datatype is published.

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12. The computer-readable medium of claim 8, wherein the usage includes a publisher of the datatype when the datatype is published.

13. The computer-readable medium of claim 8, wherein the usage includes a processing result of a processor that performs a processing using the datatype.

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14. The computer-readable medium of claim 8, further comprising the step of: using the usage to solve a problem related to the customer.

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15. A data processing system comprising:

a memory having a program that asynchronously receives a data about a customer, provides a datatype having a metadata that describes the data and a reference to the data, the data being maintained separately from the datatype, registering the datatype prior to the datatype's usage, and tracks a usage of the registered datatype; and a processing unit that runs the program.

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16. A data processing system comprising:

means for asynchronously receiving a data about a customer;

means for providing a datatype having a metadata that describes the data and a reference to the data, the data being maintained separately from the datatype;

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means for registering the datatype prior to the datatype's usage; and

means for tracking a usage of the registered datatype.